

Untitled

Massachusetts

Application of Intermedia Communications, Inc.

for Approval of IntraLATA Toll Dialing Parity Plan

Pursuant to FCC Order FCC 99-54, CC Docket No. 96-98,

Released March 23, 1999 and Massachusetts Department of Telecommunications and Energy Order D.T.E. 98-9, issued July 23, 1999

Intermedia Communications, Inc.

August 5, 1999

Intermedia Communications, Inc.

IntraLATA Toll Dialing Parity Plan

OBJECTIVE/PURPOSE

In Compliance with the Federal Communications Commission ("FCC") rules delineated in 47 C.F.R. Sections 51.207 through 51.215, Intermedia Communications, Inc. ("Intermedia" or "the Company") files its plan for implementing intraLATA toll dialing parity ("the Plan" or "ILP plan") in the areas of the State in which the company is certified to provide local exchange service. Intermedia will use Bell Atlantic's classification of eligible and ineligible calls, as identified in Bell Atlantic's ILP plan.

The intent of the Plan is to permit customers to route intraLATA toll calls automatically without the use of access codes, to any interexchange carriers ("IXC") of the customer's choice (e.g., IXCs that have established themselves as access customers under Intermedia's Access Services Tariff). IntraLATA toll calls are 1+ and 0+ calls that terminate outside of your local calling area but not in areas normally served by long distance companies (i.e. state-to-state calls/InterLATA calls). Customers may select a separate carrier for their local, intraLATA, or interLATA.

Intermedia will comply with all rules and regulations of the Federal Communications Commission and the Massachusetts Department of Telecommunications and Energy.

IMPLEMENTATION SCHEDULE AND COST RECOVERY

Intermedia intends to offer dialing parity for intraLATA toll calls within 30 days after the state commission approves its implementation plan. At the time of

Untitled

implementation, Intermedia's retail customers may choose any IXC that has established itself as an access customer under the Company's Access Tariff.

As a new entrant whose switches are already capable of providing customer 2-PIC carrier selection, Intermedia will recover the minimal cost of implementing intraLATA toll dialing parity through normal rates. Intermedia will not make specific rate increases or implement an explicit surcharge to recover the cost of toll dialing parity.

CARRIER SELECTION PROCEDURES

Intermedia will implement the full 2-PIC carrier selection methodology. With the full 2-PIC methodology, customers will be able to presubscribe to one telecommunications carrier for their interLATA toll calls and to presubscribe to the same or a different participating telecommunications carrier for their intraLATA toll calls.

Processes will be established to provide new customers with an opportunity to choose their intraLATA toll carrier. Company employees who communicate with the public, accept orders and serve in customer service capacities will be trained to explain the availability of 2-PIC intraLATA equal access, and to assist customers in making an initial PIC choice or in changing a PIC choice for intraLATA and interLATA toll calls.

CARRIER NOTIFICATION

IXC's that desire to become access customers shall notify Intermedia via letter or telephone call of their desire to obtain exchange access service information. Intermedia will send each requesting carrier an information package describing Intermedia's service, processes and applicable tariffs. All of Intermedia's switches are available for exchange access service to IXCs and once Intermedia receives and processes an IXC's Access Service Request, that carrier will be added to the list of Intermedia's participating carriers and will be made available to a requesting customer seeking to choose a PIC. Carriers participating in the Intermedia's exchange access service must have an approved tariff on file with the D.T.E.

NEW CUSTOMERS

Customers who contact Intermedia requesting new telephone exchange service will be informed of the opportunity to choose both an intraLATA and interLATA PIC. If requested by the customer, Intermedia will provide a list of telecommunications carriers that are access customers and are maintaining a relationship with Intermedia under the provision of the Company's Access Services Tariff. The list of intraLATA toll carriers will be presented to customers in a competitively neutral manner.

New customers who do not make a positive choice for an intraLATA toll carrier will be identified within Intermedia's system as "no-PIC" and will not be automatically defaulted to a carrier. New customers identified as "no-PIC" within Intermedia's system will be required to dial the access code of a different carrier to place intraLATA toll calls until they make an affirmative choice for an intraLATA toll carrier.

EXISTING CUSTOMERS

On the date on which intraLATA toll presubscription is available, Intermedia's retail customers may presubscribe to an IXC that is a participating carrier. Intermedia does not currently provide local exchange service in Massachusetts. However, Intermedia does plan to offer and to provide local exchange service within the next few months. Therefore, no customer notification is necessary.

INITIAL PIC REQUEST

A customer's first PIC change will be at no cost if it is made within 90 days after receiving this notice. Subsequent changes within that timeframe as well as any changes that occur after the 90 days will result in a \$5.00 service fee for the

Untitled

first line and \$1.50 for each additional line. This charge will cover both an interLATA and intraLATA PIC change when done at the same time.

ANTI-SLAMMING MEASURES

Intermedia will work with the interexchange carriers ("IXCs") and any customer who has been slammed in order to quickly resolve any disputes. Intermedia will make sure that the customer is Piced back to its carrier of choice, without charge, as soon as possible.